

2002
Consumer Satisfaction
for
Missouri Northwest Region
Regional Report
Community-based Services
Division of Alcohol and Drug Abuse
Missouri Department of Mental Health



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December 2002

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services

Northwest Region - Residential & Non-Residential

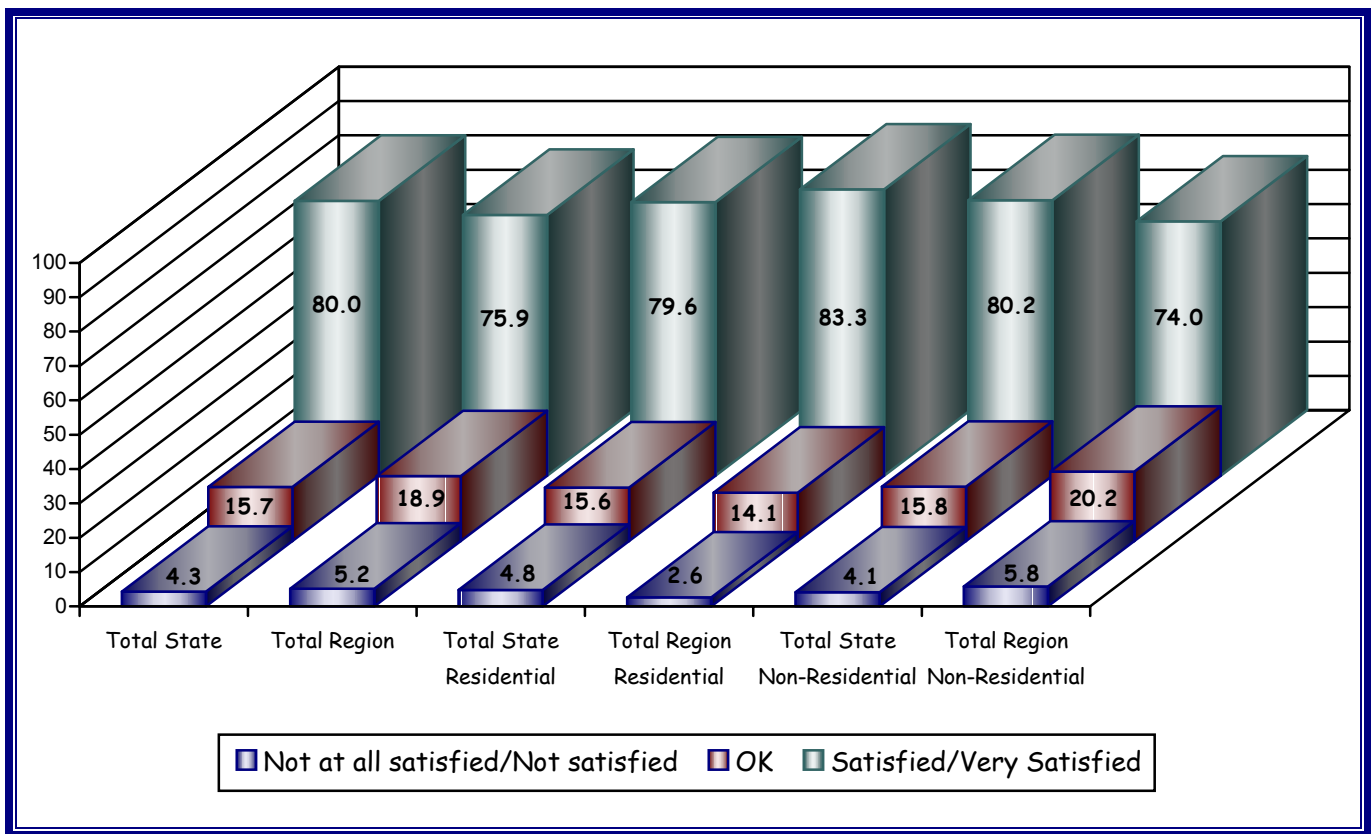
Demographics: Total Region

		Total Served		Survey Returns		
		State	Region*	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	63.6%	64.4%	59.2%	67.2%	57.3%
	Female	36.4%	35.6%	40.8%	32.8%	42.7%
RACE	White	69.2%	72.6%	62.3%	47.3%	66.1%
	Black	28.9%	24.5%	31.1%	44.7%	27.6%
	Hispanic	0.5%	0.7%	3.5%	2.7%	3.7%
	Native American	0.4%	0.5%	1.2%	1.6%	1.1%
	Pacific Islander	0.2%	0.3%	0.2%	0.5%	0.1%
	Alaskan	0%	0.0%	0.1%	0%	0.1%
	Oriental	0.2%	0.2%	0%	0%	0%
	Bi-Racial	0.3%	0.5%	1.2%	2.7%	0.8%
	Other	0.5%	0.8%	0.4%	0.5%	0.4%
	MEAN AGE			33.14	32.70	33.25
	0-17	10.9%	19.8%	15.2%	15.2%	15.2%
	18-49	82.6%	73.0%	76.8%	77.7%	76.6%
	50+	6.6%	7.1%	8.0%	7.1%	8.3%

Region Includes: Community Mental Health Consultants, Comprehensive Mental Health Services-Independence, Comprehensive Mental Health Services-Kansas City, Family Guidance Center, Kansas City Community Center, Pathways-Warrensburg, Preferred-Liberty, Preferred-St. Joe, Preferred-Trenton, Research Medical Health Services, Rodgers South, Scott Greening-Kansas City, Swope Parkway Health Center, Paseo Comprehensive Rehabilitation Clinic

*The numbers reported in the Total Served Column for this region may be duplicative with other regional reports. This is because the statistics for several agencies such as Pathways, Preferred and Scott Greening may be included in several regional reports.

Overall Satisfaction with Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.0% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was lower than the state average (75.9% for this region versus 80.0% for the state).
- The total State Residential Program had a rating of 79.6% as "satisfied" or "very satisfied". This region's Residential Program was rated higher, with a rating of 83.3%.
- The total State Non-Residential Program had a rating of 80.2% as "satisfied" or "very satisfied". This region's Non-Residential Program was rated lower, with a rating of 74.0% "satisfied" or "very satisfied" with services.

Satisfaction with Services: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.26 (3671)	4.17 (932)	4.22 (1122)	4.27 (191)	4.27 (2549)	4.14 (741)
with how much your staff know about how to get things done?	4.16 (3666)	4.06 (924)	4.13 (1124)	4.19 (189)	4.18 (2542)	4.02 (735)
with how staff keep things about you and your life confidential?	4.33 (3647)	4.20 (927)	4.37 (1118)	4.32 (191)	4.31 (2529)	4.16 (736)
that your treatment plan has what you want in it?	4.18 (3642)	4.09 (933)	4.20 (1110)	4.25 (190)	4.17 (2532)	4.05 (743)
that your treatment plan is being followed by those who assist you?	4.22 (3631)	4.11 (926)	4.20 (1111)	4.24 (188)	4.23 (2520)	4.07 (738)
that the agency staff respect your ethnic and cultural background?	4.37 (3597)	4.25 (921)	4.38 (1106)	4.34 (190)	4.36 (2491)	4.22 (731)
with the services that you receive?	4.24 (3671)	4.14 (930)	4.22 (1129)	4.28 (192)	4.25 (2542)	4.11 (738)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.15 (2546)	3.99 (743)	-	-	4.15 (2546)	3.99 (743)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.29 (190)	4.19 (1123)	4.29 (190)	- (0)	- (0)
that the environment is clean and comfortable?	4.15 (1128)	4.16 (192)	4.15 (1128)	4.16 (192)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.70 (1126)	3.71 (192)	3.70 (1126)	3.71 (192)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.87 (191)	3.79 (1123)	3.87 (191)	- (0)	- (0)
with the childcare provided by the agency?	4.30 (84)	4.17 (12)	4.30 (84)	4.17 (12)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above a mean rating of 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 4.06 to 4.25.
- The ratings of the Residential Program for this region ranged from 3.71 to 4.34. The highest rated item was with the staff's respect of ethnic and cultural backgrounds and the lowest rated item was with opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 3.99 to 4.22. The highest rated item was with the staff's respect of ethnic and cultural backgrounds and the lowest rated item was with the timeliness of services provided.

Satisfaction with Quality of Life: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.74 (3659)	3.73 (931)	3.67 (1130)	3.78 (192)	3.77 (2529)	3.71 (739)
with where you live?	3.77 (3625)	3.76 (926)	3.84 (1117)	3.83 (191)	3.74 (2508)	3.74 (735)
with the amount of choices you have in your life?	3.67 (3662)	3.63 (934)	3.73 (1128)	3.79 (192)	3.64 (2534)	3.59 (742)
with the opportunities/ chances you have to make friends?	3.84 (3649)	3.72 (927)	3.94 (1122)	3.91 (189)	3.79 (2527)	3.67 (738)
with your general health care?	3.79 (3554)	3.74 (912)	3.83 (1092)	3.83 (188)	3.77 (2462)	3.72 (724)
with what you do during your free time?	3.79 (3647)	3.77 (929)	3.77 (1125)	3.80 (192)	3.79 (2522)	3.77 (737)
How safe do you feel ...						
in this facility? (<i>Residential Only</i>)	4.35 (1130)	4.29 (191)	4.35 (1130)	4.29 (191)	- (0)	- (0)
in your home?	4.32 (3608)	4.32 (917)	4.25 (1088)	4.30 (185)	4.35 (2520)	4.33 (732)
in your neighborhood?	4.10 (3612)	4.02 (915)	3.97 (1097)	3.83 (187)	4.15 (2515)	4.07 (728)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied ... 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe ... 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with safety in the home (mean of 4.32) and least satisfied with the amount of choices in their lives (mean of 3.63).
- The consumers in the Residential Program were most satisfied with safety in the home (mean of 4.30) and least satisfied with how they spend their day (mean of 3.78).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.33) and least satisfied with the amount of choices in their lives (mean of 3.59).

ADA Comparison of Gender Residential and Non-Residential Setting Combined

There were no significant differences.

ADA Comparison of Race/Ethnicity

Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. African American consumers were most satisfied with safety in their home/agency. Hispanic consumers were most satisfied with the amount of choices in their life. The nine Native American consumers were most satisfied with safety in their neighborhood. Bi-Racial consumers were most satisfied with where they live and with their general health care. (See Table I-1.)

Table I-1
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with where you live?	3.67 (568)	3.89 (274)	4.03 (29)	3.82 (11)	4.09 (11)	3.33 (6)	F(5,893)=2.249, p=.048
with the amount of choices you have in your life?	3.56 (569)	3.77 (279)	3.83 (30)	3.10 (10)	3.82 (11)	4.17 (6)	F(5,899)=2.482, p=.030
with your general health care?	3.66 (554)	3.91 (273)	3.79 (28)	3.50 (10)	4.18 (11)	4.00 (7)	F(5,877)=2.494, p=.030
with how safe you feel in your home/agency?	4.31 (564)	4.41 (269)	4.27 (30)	4.11 (9)	3.82 (11)	3.57 (7)	F(5,884)=2.228, p=.050
with how safe you feel in your neighborhood?	4.10 (563)	3.94 (270)	3.77 (30)	4.11 (9)	3.18 (11)	3.33 (6)	F(5,883)=3.024, p=.010
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>							

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The youth under the age of 18 years were most satisfied with confidentiality and with the staff's respect of ethnic and cultural backgrounds. The adults between 18-49 years old were most satisfied with safety in their neighborhood. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how staff keep things about you and your life confidential? (a)	4.45 (134)	4.16 (673)	4.28 (68)	F(2,872)=4.554, p=.011
that the agency staff respect your ethnic and cultural background? (a)	4.48 (135)	4.22 (665)	4.36 (67)	F(2,864)=4.506, p=.011
with how safe you feel in your neighborhood?	3.93 (135)	4.08 (664)	3.76 (68)	F(2,864)=3.123, p=.045
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years.				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the satisfaction items based on the current living situation of the consumer. Table I-3 presents these findings. The nineteen consumers who lived in Group Homes were most satisfied with all significant items.

Table I-3
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?	4.09 (515)	4.47 (19)	4.27 (177)	3.81 (36)	4.22 (54)	4.42 (67)	F(5,862)=3.735, p=.002
with how much your staff know about how to get things done?	4.01 (509)	4.42 (19)	4.15 (176)	3.58 (36)	4.00 (54)	4.22 (67)	F(5,855)=3.129, p=.008
that staff keeps information about you and your life confidential?	4.09 (510)	4.58 (19)	4.34 (179)	3.81 (36)	4.32 (53)	4.51 (68)	F(5,859)=4.749, p<.001
that your treatment plan has what you want in it? (c,d,e,f)	4.02 (513)	4.47 (19)	4.19 (180)	3.47 (36)	4.20 (54)	4.37 (68)	F(5,864)=5.421, p<.001
that your treatment plan is being followed by those who assist you?	4.04 (512)	4.53 (19)	4.22 (176)	3.86 (35)	4.13 (54)	4.28 (67)	F(5,857)=2.541, p=.027
that the agency staff respect your ethnic and cultural background?	4.15 (505)	4.79 (19)	4.31 (180)	4.15 (34)	4.40 (53)	4.52 (67)	F(5,852)=3.685, p=.003
with the services that you receive? (d, f)	4.05 (510)	4.58 (19)	4.29 (180)	3.67 (36)	4.26 (54)	4.42 (67)	F(5,860)=5.403, p<.001
with where you live? (b, c, d)	3.78 (513)	4.26 (19)	3.88 (179)	3.09 (34)	3.54 (54)	3.56 (66)	F(5,859)=4.575, p<.001
with the amount of choices you have in your life?	3.58 (514)	3.89 (19)	3.82 (180)	3.31 (36)	3.41 (54)	3.71 (68)	F(5,865)=2.556, p=.026
with the opportunity/chances you have to make friends?	3.64 (513)	4.28 (18)	3.90 (179)	3.41 (34)	3.54 (54)	3.67 (67)	F(5,859)=3.298, p=.006
with your general health care? (a)	3.65 (507)	4.32 (19)	4.04 (179)	3.53 (36)	3.50 (46)	3.67 (64)	F(5,845)=5.391, p<.001
with what you do in your free time?	3.73 (513)	4.26 (19)	3.94 (179)	3.44 (34)	3.61 (54)	3.72 (67)	F(5,860)=2.832, p=.015
with how safe you feel in your home/agency? (d)	4.35 (509)	4.50 (18)	4.42 (171)	3.82 (333)	4.18 (55)	4.19 (67)	F(5,847)=3.077, p=.009
with how safe you feel in your neighborhood?	4.14 (508)	4.22 (18)	3.99 (172)	3.59 (34)	3.98 (55)	3.69 (67)	F(5,848)=3.663, p=.003
<p><i>Scheffe post-hoc significance at < .05 or less.</i></p> <p>(a) Interaction between Independent and RTF.</p> <p>(b) Interaction between Independent and Homeless.</p> <p>(c) Interaction between Group Home and Homeless.</p> <p>(d) Interaction between RTF and Homeless.</p> <p>(e) Interaction between Biological Parents and Homeless.</p> <p>(f) Interaction between Other and Homeless.</p>							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were six significant items. Consumers who had lived in a residential treatment facility were more satisfied with all significant items. (See Table I-4).

Table I-4
ADA Consumers - Comparison of Whether Lived
in a Residential Treatment Facility

How satisfied are you...	RTF		Significance
	Yes	No	
with how much staff know about how to get things done?	4.15 (229)	3.98 (468)	F(1,695)=4.787, p=.029
that staff keeps information about you and your life confidential?	4.30 (230)	4.10 (469)	F(1,697)=5.257, p=.022
with the services you receive?	4.25 (230)	4.05 (470)	F(1,698)=6.317, p=.012
with the amount of choices you have in your life?	3.75 (232)	3.52 (471)	F(1,701)=6.562, p=.011
with the opportunities/changes you have to make friends?	3.84 (232)	3.61 (468)	F(1,698)=7.256, p=.007
with your general health care?	3.89 (229)	3.66 (456)	F(1,683)=6.636, p=.010
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. Consumers in the Non-Residential CSTAR Women/Children program were most satisfied with the amount of choices they have in their lives and with their general health care. Non-Residential CSTAR General consumers were most satisfied with safety in their neighborhood and Non-Residential GTS Child/Adolescent consumers were most satisfied with safety in their home/agency. Consumers in the CSTAR Women/Children Residential program were most satisfied with the amount of choices they have in their lives. Consumers in the Residential CSTAR General program were most satisfied with how they spend their day and with what they do during their free time. CSTAR Child/Adolescent Residential consumers were most satisfied with all other significant items. (See Table I-5.)

Table I-5
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs							Residential Programs				Significance
	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	GTS Child/Adolescent	Methadone	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	
With the staff who serve you? (a,b,d,e,i,j,l,m)	4.42 (55)	3.68 (75)	4.42 (93)	4.16 (122)	4.29 (219)	3.15 (13)	3.95 (164)	4.30 (27)	4.62 (29)	4.27 (11)	4.19 (124)	F(10,921)=7.116, p<.001
With how much your staff know how to get things done? (a,d,i,k,l)	4.30 (53)	3.73 (71)	4.24 (94)	3.98 (121)	4.23 (218)	2.92 (13)	3.77 (165)	4.19 (27)	4.59 (29)	4.18 (11)	4.09 (122)	F(10,913)=6.509, p<.001
With how staff keep things confidential? (e,f,j,k,m)	4.33 (55)	3.64 (73)	4.53 (92)	4.20 (120)	4.38 (218)	3.79 (14)	3.85 (164)	4.27 (26)	4.66 (29)	4.27 (11)	4.26 (125)	F(10,916)=6.917, p<.001
That your treatment has what you want on it? (e,j,m)	4.33 (55)	3.59 (74)	4.35 (94)	3.98 (121)	4.23 (219)	3.43 (14)	3.87 (166)	4.07 (27)	4.62 (29)	4.55 (11)	4.17 (123)	F(10,922)=6.208, p<.001
That the treatment plan is being followed by those who assist you?(k)	4.42 (55)	3.80 (71)	4.22 (94)	4.08 (122)	4.26 (219)	3.15 (13)	3.80 (164)	4.23 (26)	4.45 (29)	4.18 (11)	4.20 (122)	F(10,915)=5.508, p<.001
That the staff respect your cultural background? (b,e,f,j,k,m,n)	4.56 (55)	3.76 (72)	4.57 (93)	4.19 (121)	4.41 (216)	3.64 (14)	3.94 (160)	4.31 (26)	4.76 (29)	3.90 (10)	4.29 (125)	F(10,910)=7.527, p<.001
With the services you receive? (b,d,e,f,j)	4.44 (55)	3.68 (74)	4.48 (94)	4.07 (121)	4.26 (219)	3.23 (13)	3.85 (162)	4.33 (27)	4.52 (29)	4.36 (11)	4.21 (125)	F(10,919)=7.292, p<.001
With how you spend your day? (b,g)	4.00 (55)	3.22 (74)	3.74 (94)	3.93 (122)	3.77 (220)	3.36 (14)	3.61 (160)	3.56 (27)	4.07 (29)	4.09 (11)	3.73 (125)	F(10,920)=3.763, p<.001
With the amount of choices in your life?	3.93 (55)	3.43 (75)	3.48 (93)	3.63 (123)	3.69 (221)	3.64 (14)	3.44 (161)	3.93 (27)	3.69 (29)	3.64 (11)	3.79 (125)	F(10,923)=1.860, p=.047
With the chances you have to make friends?	4.09 (54)	3.53 (74)	3.75 (93)	3.79 (123)	3.74 (221)	3.07 (14)	3.43 (159)	3.88 (26)	4.28 (29)	4.09 (11)	3.81 (123)	F(10,916)=3.838, p<.001
With your general health care?(k)	4.05 (55)	3.59 (74)	3.96 (83)	3.63 (120)	3.93 (218)	3.46 (13)	3.35 (161)	4.00 (27)	4.00 (26)	3.73 (11)	3.77 (124)	F(10,901)=4.236, p<.001
With what you do in your free time?	4.04 (54)	3.72 (72)	3.89 (93)	3.82 (123)	3.85 (221)	3.64 (14)	3.48 (160)	3.96 (27)	3.90 (29)	4.09 (11)	3.71 (125)	F(10,918)=2.165, p=.018
With how safe you feel in your home/agency? (c,h,k,o)	4.53 (55)	4.58 (72)	4.29 (94)	4.39 (123)	4.47 (217)	4.64 (14)	3.90 (157)	4.28 (25)	4.24 (29)	4.45 (11)	4.31 (120)	F(10,906)=5.098, p<.001
With how safe you feel in your neighborhood? (h,k)	4.22 (55)	4.00 (72)	4.08 (93)	4.31 (122)	4.22 (218)	4.07 (14)	3.66 (154)	3.80 (25)	3.41 (29)	3.91 (11)	3.93 (122)	F(10,904)=4.776, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Women/Children Non-Residential and GTS Child/Adolescent Non-Residential.
- (b) Interaction between CSTAR Women/Children Non-Residential and CSTAR Women/Children Alternative Non-Residential.
- (c) Interaction between CSTAR Women/Children Non-Residential and Methadone Non-Residential.
- (d) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Child/Adolescent Non-Residential.
- (e) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Women/Children Alternative Non-Residential.
- (f) Interaction between CSTAR Child/Adolescent Non-Residential and Methadone Non-Residential.
- (g) Interaction between CSTAR General Non-Residential and CSTAR Women/Children Alternative Non-Residential.
- (h) Interaction between CSTAR General Non-Residential and Methadone Non-Residential.
- (i) Interaction between GTS Adult Non-Residential and GTS Child/Adolescent Non-Residential.
- (j) Interaction between GTS Adult Non-Residential and CSTAR Women/Children Alternative Non-Residential.
- (k) Interaction between GTS Adult Non-Residential and Methadone Non-Residential.
- (l) Interaction between GTS Child/Adolescent Non-Residential and CSTAR Child/Adolescent Residential.
- (m) Interaction between CSTAR Child/Adolescent Residential and CSTAR Women/Children Alternative Non-Residential.
- (n) Interaction between CSTAR Child/Adolescent Residential and Methadone Non-Residential.
- (o) Interaction between Methadone Non-Residential and CSTAR Women/Children Alternative Non-Residential.

ADA Comparison Between Residential and Non-Residential

A comparison was made between those who lived in a residential setting and those who did not. The non-residential consumers were most satisfied with safety in their neighborhood. Residential consumers were most satisfied with all other significant items. (See Table I-6).

Table I-6

ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Residential	Non-Residential	Significance
with how much your staff know how to get things done?	4.19 (189)	4.02 (735)	F(1,922)=4.103, p=.043
that your treatment plan has what you want in it?	4.25 (190)	4.05 (743)	F(1,931)=5.666, p=.017
that your treatment plan is being followed by those who assist you?	4.24 (188)	4.07 (738)	F(1,924)=4.649, p=.031
with the services you receive?	4.28 (192)	4.11 (738)	F(1,928)=4.882, p=.027
with the amount of choices you have in your life?	3.79 (192)	3.59 (742)	F(1,932)=4.802, p=.029
with the opportunities/chances you have to make friends?	3.91 (189)	3.67 (738)	F(1,925)=7.394, p=.007
with how safe you feel in your neighborhood?	3.83 (187)	4.07 (728)	F(1,913)=7.607, p=.006
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

DMH Satisfaction Survey Results

Consumer Satisfaction - 2002

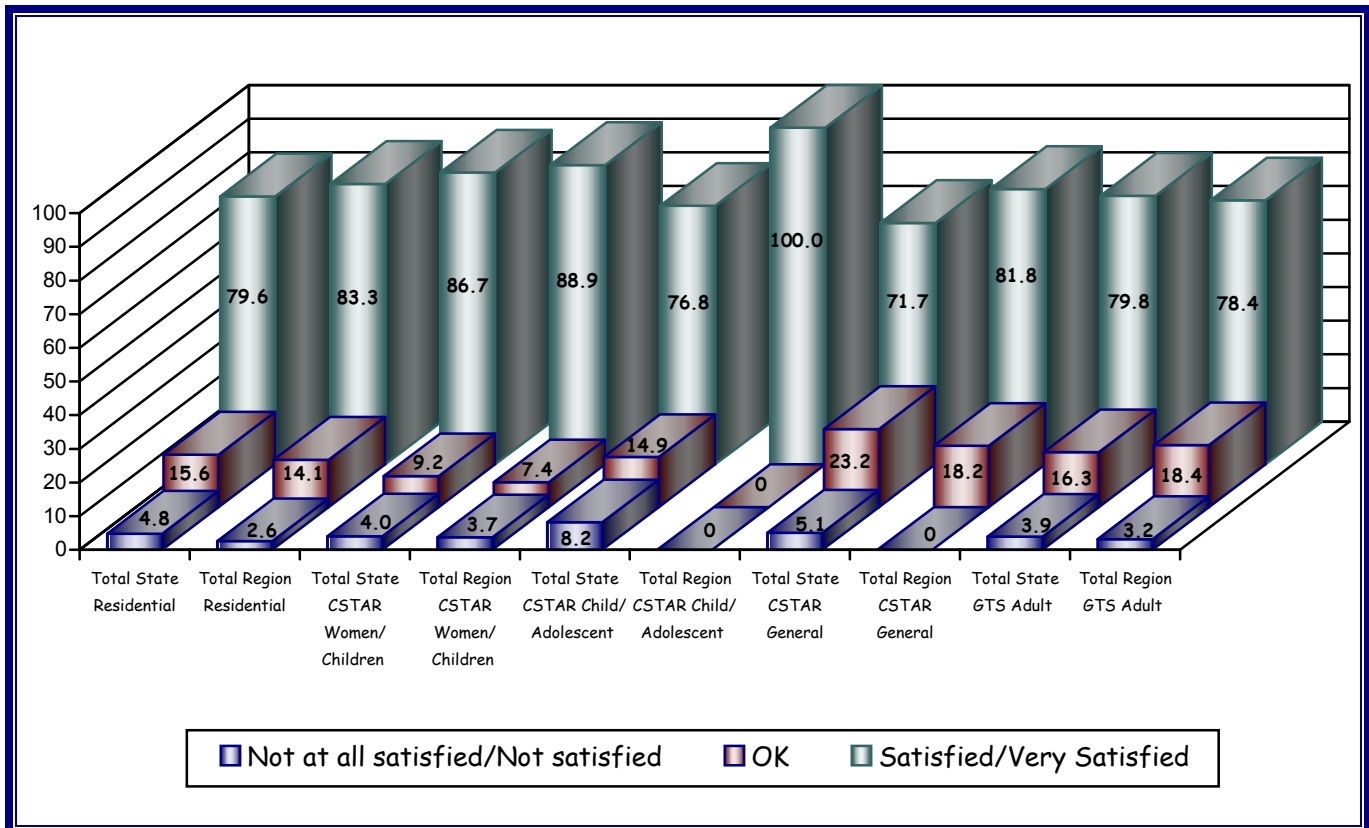
Alcohol and Drug Abuse Services

Northwest Region - Residential

Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Woman/Child	CSTAR Child/Adolescent	CSTAR General	GTS Adult
SEX	Male	65.9%	67.2%	0%	87.0%	81.8%	77.0%
	Female	34.1%	32.8%	100.0%	13.0%	18.2%	23.0%
RACE	White	75.2%	47.3%	48.1%	25.0%	45.5%	52.5%
	Black	22.8%	44.7%	48.1%	50.0%	54.5%	41.8%
	Hispanic	0.4%	2.7%	0%	14.3%	0%	0.8%
	Native American	0.2%	1.6%	3.7%	0%	0%	1.6%
	Pacific Islander	0.2%	0.5%	0%	0%	0%	0.8%
	Alaskan	0%	0%	0%	0%	0%	0%
	Oriental	0.2%	0%	0%	0%	0%	0%
	Bi-Racial	0.5%	2.7%	0%	10.7%	0%	1.6%
	Other	0.4%	0.5%	0%	0%	0%	0.8%
	MEAN AGE		32.70	36.96	14.61	36.45	35.69
	0-17	18.7%	15.2%	0%	100.0%	0%	0%
	18-49	76.5%	77.7%	92.0%	0%	90.9%	91.7%
	50+	4.9%	7.1%	8.0%	0%	9.1%	8.3%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.6% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was higher than the state average (83.3% for this region versus 79.6% for the state).
- The CSTAR Child Residential Program was highly rated with 100.0% of the respondents rating themselves "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/ Children Consumers		CSTAR Child/ Adolescent Consumers		CSTAR General Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (1122)	4.27 (191)	4.37 (175)	4.30 (27)	4.18 (193)	4.62 (29)	4.08 (95)	4.27 (11)	4.22 (659)	4.19 (124)
with how much your staff know about how to get things done?	4.13 (1124)	4.19 (189)	4.25 (175)	4.19 (27)	4.10 (192)	4.59 (29)	3.97 (100)	4.18 (11)	4.13 (657)	4.09 (122)
with how staff keep things about you and your life confidential?	4.37 (1118)	4.32 (191)	4.45 (173)	4.27 (26)	4.49 (192)	4.66 (29)	4.21 (98)	4.27 (11)	4.33 (655)	4.26 (125)
that your treatment plan has what you want in it?	4.20 (1110)	4.25 (190)	4.31 (173)	4.07 (27)	4.16 (191)	4.62 (29)	4.27 (98)	4.55 (11)	4.17 (648)	4.17 (123)
that your treatment plan is being followed by those who assist you?	4.20 (1111)	4.24 (188)	4.35 (172)	4.23 (26)	4.09 (194)	4.45 (29)	4.22 (97)	4.18 (11)	4.19 (648)	4.20 (122)
that the agency staff respect your ethnic and cultural background?	4.38 (1106)	4.34 (190)	4.52 (169)	4.31 (26)	4.36 (191)	4.76 (29)	4.25 (95)	3.90 (10)	4.37 (651)	4.29 (125)
with the services that you receive?	4.22 (1129)	4.28 (192)	4.39 (173)	4.33 (27)	4.10 (194)	4.52 (29)	4.11 (99)	4.36 (11)	4.23 (663)	4.21 (125)
that the staff treats you with respect, courtesy, caring and kindness?	4.19 (1123)	4.29 (190)	4.28 (175)	4.15 (27)	4.07 (192)	4.68 (28)	4.09 (97)	4.30 (10)	4.21 (659)	4.24 (125)
that the environment is clean and comfortable?	4.15 (1128)	4.16 (192)	4.26 (176)	4.19 (27)	4.13 (192)	4.59 (29)	4.06 (98)	3.91 (11)	4.15 (662)	4.07 (125)
with opportunities for exercise and relaxation?	3.70 (1126)	3.71 (192)	3.77 (176)	3.63 (27)	3.81 (193)	4.14 (29)	3.49 (99)	3.73 (11)	3.67 (658)	3.62 (125)
that the meals are good, nutritious and in sufficient amounts?	3.79 (1123)	3.87 (191)	3.94 (174)	3.30 (27)	3.53 (189)	4.72 (29)	3.54 (99)	3.18 (11)	3.87 (661)	3.86 (124)
with the childcare provided by the agency?	4.30 (84)	4.17 (12)	4.30 (84)	4.17 (12)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only two ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.71 to 4.34. The highest rated item was with the staff's respect of ethnic and cultural background and the lowest rated item was with opportunities for exercise and relaxation.
- The CSTAR Child Residential consumers were most satisfied with the services they received (mean of 4.52).

Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		CSTAR General Residential Consumer		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.67 (1130)	3.78 (192)	3.82 (174)	3.59 (27)	3.58 (193)	4.07 (29)	3.69 (99)	4.09 (11)	3.66 (664)	3.73 (125)
with where you live?	3.84 (1117)	3.83 (191)	4.09 (173)	3.85 (27)	3.89 (193)	3.83 (29)	3.89 (95)	3.91 (11)	3.75 (656)	3.82 (124)
with the amount of choices you have in your life?	3.73 (1128)	3.79 (192)	3.97 (174)	3.93 (27)	3.58 (193)	3.69 (29)	3.72 (99)	3.64 (11)	3.72 (662)	3.79 (125)
with the opportunities/ chances you have to make friends?	3.94 (1122)	3.91 (189)	4.20 (173)	3.88 (26)	3.92 (194)	4.28 (29)	4.05 (97)	4.09 (11)	3.86 (658)	3.81 (123)
with your general health care?	3.83 (1092)	3.83 (188)	4.07 (175)	4.00 (27)	3.93 (160)	4.00 (26)	3.74 (97)	3.73 (11)	3.76 (660)	3.77 (124)
with what you do during your free time?	3.77 (1125)	3.80 (192)	4.09 (173)	3.96 (27)	3.84 (193)	3.90 (29)	3.76 (96)	4.09 (11)	3.66 (663)	3.71 (125)
How safe do you feel . . .										
in this facility	4.35 (1130)	4.29 (191)	4.59 (176)	4.44 (27)	4.26 (194)	4.41 (29)	4.23 (99)	4.18 (11)	4.33 (661)	4.23 (124)
in your home?	4.25 (1088)	4.30 (185)	4.25 (170)	4.28 (25)	4.52 (192)	4.24 (29)	4.25 (96)	4.45 (11)	4.18 (630)	4.31 (120)
in your neighborhood?	3.97 (1097)	3.83 (187)	4.08 (172)	3.80 (25)	4.15 (192)	3.41 (29)	3.94 (95)	3.91 (11)	3.90 (638)	3.93 (122)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with how safe they feel in their home (mean of 4.30) and least satisfied with how they spend their day (mean of 3.78).

ADA Comparison of Gender Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Residential Settings

A comparison was made among the different racial and ethnic backgrounds of consumers and their responses to the satisfaction survey items. In general, the five Hispanic consumers were most satisfied with all significant items but one. The two consumers in the Other category were most satisfied with safety in their neighborhood. (See Table II-1.)

Table II-1
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
that the staff treats you with respect, courtesy, caring and kindness?	4.08 (87)	4.43 (80)	5.00 (5)	4.00 (3)	4.80 (5)	5.00 (2)	F(5,176)=2.627, p=.029
with the opportunities for exercise and relaxation?	3.67 (87)	3.78 (82)	4.60 (5)	2.00 (3)	4.20 (5)	4.50 (2)	F(5,178)=2.415, p=.038
that the meals are good, nutritious, and in sufficient amounts?	3.71 (87)	4.01 (81)	4.80 (5)	2.67 (3)	4.80 (5)	4.00 (2)	F(5,177)=2.835, p=.017
with how safe you feel in your home/agency?	4.29 (85)	4.35 (78)	5.00 (5)	3.00 (2)	3.20 (5)	4.00 (2)	F(5,171)=3.112, p=.010
with how safe you feel in your neighborhood? (a)	4.06 (86)	3.68 (79)	3.60 (5)	3.00 (2)	2.00 (5)	4.50 (2)	F(5,173)=4.044, p=.002
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between White and Bi-Racial.</p>							

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. The adults 50 years of age and over were most satisfied with safety in their neighborhood. Youth aged 0-17 were most satisfied with all other significant items. See Table II-2.

Table II-2
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how much staff know how to get things done? (a)	4.61 (28)	4.12 (136)	3.92 (13)	F(2,174)=4.045 p=.019
that your treatment plan has what you want in it?	4.64 (28)	4.19 (137)	4.00 (13)	F(2,175)=3.251 p=.041
that staff respect your ethnic and cultural background? (a)	4.75 (28)	4.25 (137)	4.38 (13)	F(2,175)=3.530 p=.031
that staff treats you with respect, courtesy, caring and kindness?	4.67 (27)	4.21 (138)	4.46 (13)	F(2,175)= 3.129 p=.046
that the environment is clean and comfortable? (a)	4.57 (28)	4.08 (139)	3.85 (13)	F(2,177)=3.820 p=.024
that the meals are good, nutritious, and in sufficient amounts? (a, b)	4.75 (28)	3.68 (138)	3.85 (13)	F(2,176)=11.421 p<.001
with how safe you feel in your neighborhood?	3.39 (28)	3.87 (135)	4.31 (13)	F(2,173)=3.125 p=.046
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50+ Years.				

ADA Comparison of Current Living Arrangements Residential Settings

There were no significant differences.

ADA Comparison across Programs Residential Settings

A comparison was made across the different residential programs. CSTAR Child/Adolescent consumers were most satisfied with both significant items. (See Table II-3.)

Table II-3
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
that the staff respect your ethnic and cultural background?	4.31 (26)	4.76 (29)	3.90 (10)	4.29 (125)	F(3,186)=3.064 p=.029
that the meals are good, nutritious and in sufficient amounts?(a,b,c)	3.30 (27)	4.72 (29)	3.18 (11)	3.86 (124)	F(3,187)=10.787 p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between CSTAR Women/Children and CSTAR Child Adolescent. (b) Interaction between CSTAR Child/Adolescent and CSTAR General. (c) Interaction between CSTAR Child/Adolescent and GTS Adult.</p>					

DMH Satisfaction Survey Results

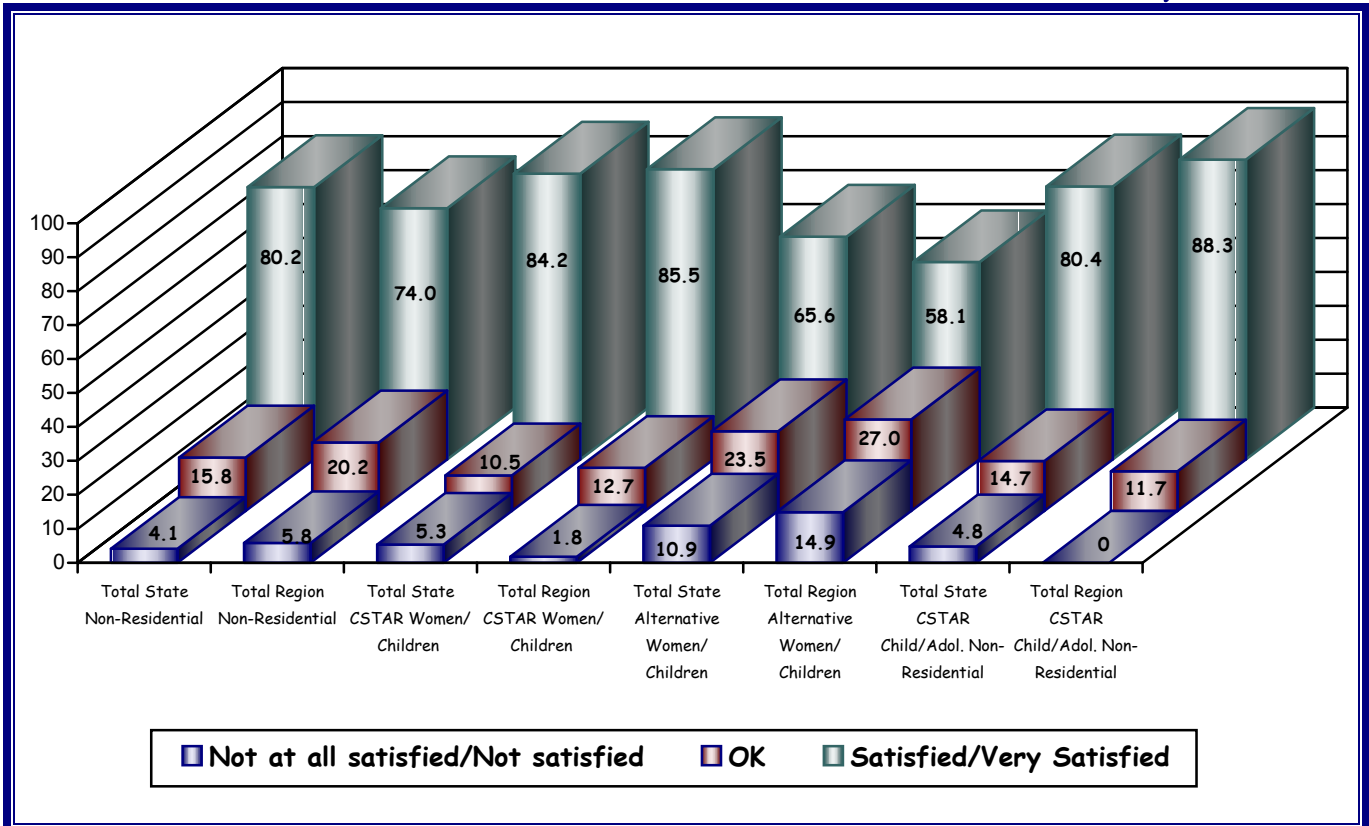
Consumer Satisfaction - 2002

Alcohol and Drug Abuse Services Northwest Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns							
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	GTS Adolescent	Methadone
Sex	Male	62.9%	57.3%	0%	0%	72.7%	70.4%	70.7%	100.0%	61.8%
	Female	37.1%	42.7%	100.0%	100.0%	27.3%	29.6%	29.3%	0%	38.2%
Race	White	69.0%	66.1%	50.9%	43.8%	58.5%	86.4%	68.8%	35.7%	68.9%
	Black	29.1%	27.6%	45.5%	47.9%	33.0%	8.0%	28.5%	50.0%	21.6%
	Hispanic	0.5%	3.7%	3.6%	5.5%	4.3%	2.4%	1.4%	7.1%	6.6%
	Native American	0.4%	1.1%	0%	0%	0%	2.4%	0.9%	0%	1.8%
	Pacific Islander	0.2%	0.1%	0%	0%	0%	0%	0%	7.1%	0%
	Alaskan	0%	0.1%	0%	0%	0%	0%	0%	0%	0.6%
	Oriental	0.2%	0%	0%	0%	0%	0%	0%	0%	0%
	Bi-Racial	0.3%	0.8%	0%	0%	4.3%	0.8%	0.5%	0%	0%
	Other	0.5%	0.4%	0%	2.7%	0%	0%	0%	0%	0.6%
	Mean Age		33.25	34.50	35.10	15.27	33.13	34.41	15.00	43.23
	0-17	11.2%	15.2%	0%	0%	100.0%	0.8%	0.5%	100.0%	0%
	18-49	82.3%	76.6%	96.2%	92.9%	0%	93.7%	93.6%	0%	78.3%
	50+	6.5%	8.3%	3.8%	7.1%	0%	5.6%	6.0%	0%	21.7%

Satisfaction with Services: Non-Residential (part 1)

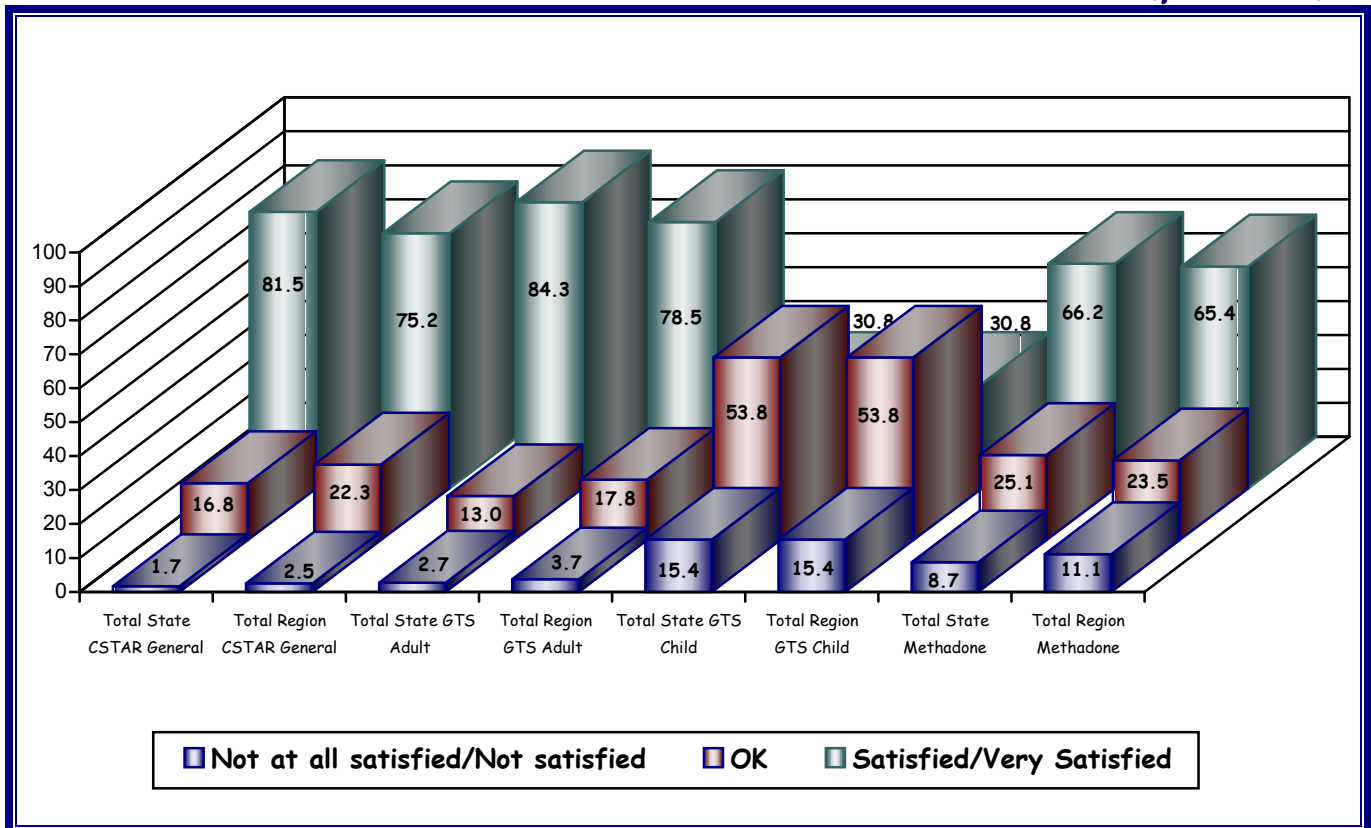


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 80.2% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (74.0% for this region versus 80.2% for the state).
- The CSTAR Child Non-Residential Program was highly rated with 88.3% of the respondents rating themselves "satisfied" or "very satisfied" with services.

Satisfaction with Services: Non-Residential (part 2)



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of the individuals served by this region's CSTAR General program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (75.2% for this region versus 81.5% for the state).
- The percent of individuals served by this region's GTS Adult Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (78.5% for this region versus 84.3% for the state).
- For this region, the Methadone Program was rated lower than the state average with 65.4% of the respondents showing a rating of "satisfied" or "very satisfied" with services versus 66.2% for the state.

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		GTS Child		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.27 (2549)	4.14 (741)	4.38 (324)	4.42 (55)	3.91 (184)	3.68 (75)	4.21 (414)	4.42 (93)	4.33 (358)	4.16 (122)	4.37 (1034)	4.29 (219)	3.15 (13)	3.15 (13)	4.00 (222)	3.95 (164)
with how much your staff know about how to get things done?	4.18 (2542)	4.02 (735)	4.26 (322)	4.30 (53)	3.85 (178)	3.73 (71)	4.13 (414)	4.24 (94)	4.23 (356)	3.98 (121)	4.30 (1036)	4.23 (218)	2.92 (13)	2.92 (13)	3.86 (223)	3.77 (165)
with how staff keep things about you and your life confidential?	4.31 (2529)	4.16 (736)	4.40 (320)	4.33 (55)	3.82 (181)	3.64 (73)	4.37 (411)	4.53 (92)	4.32 (355)	4.20 (120)	4.43 (1029)	4.38 (218)	3.79 (14)	3.79 (14)	3.95 (219)	3.85 (164)
that your treatment plan has what you want in it?	4.17 (2532)	4.05 (743)	4.32 (317)	4.33 (55)	3.78 (183)	3.59 (74)	4.17 (414)	4.35 (94)	4.23 (354)	3.98 (121)	4.23 (1026)	4.23 (219)	3.43 (14)	3.43 (14)	3.91 (224)	3.87 (166)
that your treatment plan is being followed by those who assist you?	4.23 (2520)	4.07 (738)	4.38 (317)	4.42 (55)	3.96 (180)	3.80 (71)	4.19 (413)	4.22 (94)	4.31 (355)	4.08 (122)	4.31 (1021)	4.26 (219)	3.15 (13)	3.15 (13)	3.86 (221)	3.80 (164)
that the agency staff respect your ethnic and cultural background?	4.36 (2491)	4.22 (731)	4.50 (315)	4.56 (55)	3.91 (181)	3.76 (72)	4.42 (407)	4.57 (93)	4.41 (353)	4.19 (121)	4.43 (1005)	4.41 (216)	3.64 (14)	3.64 (14)	4.05 (216)	3.94 (160)
with the services that you receive?	4.25 (2542)	4.11 (738)	4.37 (321)	4.44 (55)	3.85 (183)	3.68 (74)	4.21 (414)	4.48 (94)	4.31 (357)	4.07 (121)	4.37 (1035)	4.26 (219)	3.23 (13)	3.23 (13)	3.93 (219)	3.85 (162)
that services are provided in a timely manner?	4.15 (2546)	3.99 (743)	4.27 (320)	4.35 (55)	3.64 (184)	3.52 (75)	4.12 (410)	4.32 (93)	4.16 (359)	3.84 (122)	4.32 (1038)	4.25 (220)	3.14 (14)	3.14 (14)	3.72 (221)	3.72 (164)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.																

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. All ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 3.99 to 4.22. The highest rated item was with the respect of ethnic and cultural backgrounds and the lowest rated item was with services being provided in a timely manner.
- The CSTAR Child Non-Residential consumers were most satisfied with the services they received (mean rating of 4.48).

Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		GTS Child		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.77 (2529)	3.71 (739)	3.90 (324)	4.00 (55)	3.43 (183)	3.22 (74)	3.67 (406)	3.74 (94)	3.98 (356)	3.93 (122)	3.78 (1030)	3.77 (220)	3.36 (14)	3.36 (14)	3.61 (216)	3.61 (160)
with where you live?	3.74 (2508)	3.74 (735)	3.89 (323)	4.04 (55)	3.73 (180)	3.93 (72)	3.62 (400)	3.53 (94)	3.82 (352)	3.78 (122)	3.75 (1025)	3.80 (220)	3.62 (13)	3.62 (13)	3.61 (215)	3.58 (159)
with the amount of choices you have in your life?	3.64 (2534)	3.59 (742)	3.85 (323)	3.93 (55)	3.53 (184)	3.43 (75)	3.45 (410)	3.48 (93)	3.79 (355)	3.63 (123)	3.67 (1030)	3.69 (221)	3.64 (14)	3.64 (14)	3.42 (218)	3.44 (161)
with the opportunities/ chances you have to make friends?	3.79 (2527)	3.67 (738)	4.03 (320)	4.09 (54)	3.64 (181)	3.53 (74)	3.78 (412)	3.75 (93)	3.89 (354)	3.79 (123)	3.79 (1030)	3.74 (221)	3.07 (14)	3.07 (14)	3.49 (216)	3.43 (159)
with your general health care?	3.77 (2462)	3.72 (724)	3.90 (322)	4.05 (55)	3.57 (180)	3.59 (74)	3.87 (355)	3.96 (83)	3.84 (351)	3.63 (120)	3.81 (1023)	3.92 (218)	3.46 (13)	3.46 (13)	3.33 (218)	3.35 (161)
with what you do during your free time?	3.79 (2522)	3.77 (737)	3.96 (320)	4.04 (54)	3.78 (181)	3.72 (72)	3.82 (406)	3.89 (93)	3.85 (356)	3.82 (123)	3.79 (1029)	3.85 (221)	3.64 (14)	3.64 (14)	3.45 (216)	3.48 (160)
How safe do you feel...																
in your home?	4.35 (2520)	4.33 (732)	4.36 (316)	4.53 (55)	4.43 (181)	4.58 (72)	4.37 (412)	4.29 (94)	4.38 (359)	4.39 (123)	4.38 (1024)	4.47 (217)	4.64 (14)	4.64 (14)	3.99 (214)	3.90 (157)
in your neighborhood?	4.15 (2515)	4.07 (728)	4.16 (314)	4.22 (55)	4.08 (181)	4.00 (72)	4.26 (409)	4.08 (93)	4.20 (357)	4.31 (122)	4.19 (1028)	4.22 (218)	4.07 (14)	4.07 (14)	3.73 (212)	3.66 (154)
<p>The first number represents a mean rating.</p> <p>How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p>How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>																

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.33) and least satisfied with the amount of choices they have in their lives (mean of 3.59).

ADA Comparison of Gender Non-Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made among consumers of different racial and ethnic backgrounds in non-residential settings. The six persons who were Bi-Racial were most satisfied with both significant items. (See Table III-1.)

Table III-1
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Bi-Racial	Other	Significance
with where you live?	3.65 (482)	3.92 (192)	4.00 (24)	4.13 (8)	4.33 (6)	2.50 (4)	F(5,710)=3.240, p=.007
with your general health care?	3.65 (467)	3.94 (194)	3.58 (24)	3.43 (7)	4.33 (6)	3.60 (5)	F(5,697)=2.431, p=.034
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>							

ADA Comparison of Age Groups Non-Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) adults between 18 and 49 years of age; and (3) adults 50 years of age and over. Only one item showed significance. Adults aged 18-49 were most satisfied with safety in their neighborhood. (See Table III-2.)

Table III-2
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with how safe you feel in your neighborhood? (a, b)	4.07 (107)	4.13 (529)	3.64 (55)	F(2,688)=5.412, p=.005
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between 0-17 Years and 50+ Years. (b) Interaction between 18-49 Years and 50 + Years.				

ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumers who received intervention in non-residential settings. Table III-3 presents these findings. Those consumers who identified themselves as living in a Group Home were most satisfied with all significant items.

Table III-3
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with the staff who serve you?	4.09 (477)	4.47 (17)	4.31 (80)	3.64 (25)	4.22 (54)	4.38 (58)	F(5,705)=3.525, p=.004
with how much your staff know about how to get things done? (a,b)	4.00 (471)	4.47 (17)	4.26 (81)	3.40 (25)	4.00 (54)	4.17 (58)	F(5,700)=3.895, p=.002
that staff keeps information about you and your life confidential? (c)	4.09 (472)	4.59 (17)	4.38 (82)	3.60 (25)	4.32 (53)	4.49 (59)	F(5,702)=4.441, p=.001
that your treatment plan has what you want in it? (a, b, c)	4.00 (476)	4.47 (17)	4.20 (83)	3.40 (25)	4.20 (54)	4.32 (59)	F(5,708)=4.347, p=.001
that the agency staff respect your ethnic and cultural background?	4.15 (468)	4.82 (17)	4.36 (83)	4.00 (23)	4.40 (53)	4.52 (58)	F(5,696)=3.734, p=.002
with the services you receive? (c)	4.05 (472)	4.59 (17)	4.29 (82)	3.56 (25)	4.26 (54)	4.40 (58)	F(5,702)=4.390, p=.001
with services being provided in a timely manner?	3.93 (477)	4.53 (17)	4.11 (82)	3.48 (25)	4.09 (54)	4.24 (59)	F(5,708)=3.082, p=.009
with how you spend your day?	3.67 (477)	4.06 (17)	3.98 (82)	3.17 (23)	3.59 (54)	3.78 (59)	F(5,706)=2.868, p=.014
with where you live? (a)	3.77 (475)	4.29 (17)	3.88 (81)	3.00 (23)	3.54 (54)	3.52 (58)	F(5,702)=3.820, p=.002
with the opportunities/ chances you have to make friends?	3.62 (475)	4.29 (17)	3.94 (82)	3.39 (23)	3.54 (54)	3.66 (59)	F(5,704)=2.770, p=.017
with your general health care?	3.63 (469)	4.35 (17)	4.27 (82)	3.68 (25)	3.50 (46)	3.65 (55)	F(5,688)=6.244, p<.001
with what you do during your free time?	3.73 (475)	4.29 (17)	4.14 (81)	3.43 (23)	3.61 (54)	3.64 (58)	F(5,702)=3.680, p=.003
with how safe you feel in your home/agency?	4.36 (471)	4.53 (17)	4.49 (78)	3.68 (22)	4.18 (55)	4.24 (59)	F(5,696)=3.227, p=.007
with how safe you feel in your neighborhood?	4.14 (470)	4.24 (17)	4.09 (78)	3.57 (23)	3.98 (55)	3.74 (58)	F(5,695)=2.670, p=.021
<i>Scheffe post-hoc significance at < .05 or less.</i> (a) Interaction between Group Home and Homeless. (b) Interaction between RTF and Homeless. (c) Interaction between Homeless and Other.							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were six significant items. Consumers that had lived in a residential treatment facility were more satisfied with all significant items. (See Table III-4).

Table III-4
ADA Consumers - Comparison of Whether Lived
in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
with how much your staff know about how to get things done?	4.15 (229)	3.98 (468)	F(1,695)=4.787, p=.029
that staff keeps information about you and your life confidential?	4.30 (230)	4.10 (469)	F(1,697)=5.257, p=.022
with the services you receive?	4.25 (230)	4.05 (470)	F(1,698)=6.317, p=.012
with the amount of choices you have in your life?	3.75 (232)	3.52 (471)	F(1,701)=6.562, p=.011
with the opportunities/ chances you have to make friends?	3.84 (232)	3.61 (468)	F(1,698)=7.256, p=.007
with your general health care?	3.89 (229)	3.66 (456)	F(1,683)=6.636, p=.010
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison across Programs Non-Residential Settings

A comparison was made across the different non-residential programs. The CSTAR Child/Adolescent consumers were most satisfied with the quality of the staff, confidentiality, the content of the treatment plan, the staff's respect of ethnic and cultural backgrounds, and with the services received. CSTAR General consumers were most satisfied with safety in their neighborhood and GTS Child/Adolescent consumers were most satisfied with safety in their home/agency. CSTAR Women/Children were most satisfied with all other significant items. (See Table III-5.)

Table III-5
ADA Consumers - Comparison across Programs

How satisfied are you...?	CSTAR Women/ Children	CSTAR Alternative Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	GTS Child/ Adolescent	Methadone	Significance
with the staff who serve you? (a,c,d,e,f,g,i,j,k,l)	4.42 (55)	3.68 (75)	4.42 (93)	4.16 (122)	4.29 (219)	3.15 (13)	3.95 (164)	F(6,734)=10.007, p<.001
with how much your staff know about how to get things done? (a,d,e,g,j,k,l)	4.30 (53)	3.73 (71)	4.24 (94)	3.98 (121)	4.23 (218)	2.92 (13)	3.77 (165)	F(6,728)=8.768, p<.001
with how staff keep things about you and your life confidential? (c,e,f,i,k,l)	4.33 (55)	3.64 (73)	4.53 (92)	4.20 (120)	4.38 (218)	3.79 (14)	3.85 (164)	F(6,729)=9.668, p<.001
that your treatment plan has what you want in it? (c,e,f,k,l)	4.33 (55)	3.59 (74)	4.35 (94)	3.98 (121)	4.23 (219)	3.43 (14)	3.87 (166)	F(6,736)=7.954, p<.001
that your treatment plan is being followed by those who assist you? (a,b,d,j,k)	4.42 (55)	3.80 (71)	4.22 (94)	4.08 (122)	4.26 (219)	3.15 (13)	3.80 (164)	F(6,731)=7.739, p<.001
that the agency staff respect your ethnic and cultural background? (b,c,e,f,k,l)	4.56 (55)	3.76 (72)	4.57 (93)	4.19 (121)	4.41 (216)	3.64 (14)	3.94 (160)	F(6,724)=10.494, p<.001
with the services that you receive? (a,b,c,d,e,f,j,k,l)	4.44 (55)	3.68 (74)	4.48 (94)	4.07 (121)	4.26 (219)	3.23 (13)	3.85 (162)	F(6,731)=10.256, p<.001
that services are provided in a timely manner? (a,b,c,d,e,f,j,k,l)	4.35 (55)	3.52 (75)	4.32 (93)	3.84 (122)	4.25 (220)	3.14 (14)	3.72 (164)	F(6,736)=10.744, p<.001
with how you spend your day? (c,i,l)	4.00 (55)	3.22 (74)	3.74 (94)	3.93 (122)	3.77 (220)	3.36 (14)	3.61 (160)	F(6,732)=4.995, p<.001
with where you live?	4.04 (55)	3.93 (72)	3.53 (94)	3.78 (122)	3.80 (220)	3.62 (13)	3.58 (159)	F(6,728)=2.107, p=.050
with opportunities/ chances you have to make friends? (b)	4.09 (54)	3.53 (74)	3.75 (93)	3.79 (123)	3.74 (221)	3.07 (14)	3.43 (159)	F(6,731)=4.132, p<.001
with your general health care? (b,e,k)	4.05 (55)	3.59 (74)	3.96 (83)	3.63 (120)	3.92 (218)	3.46 (13)	3.35 (161)	F(6,717)=6.260, p<.001
with what you do during your free time?	4.04 (54)	3.72 (72)	3.89 (93)	3.82 (123)	3.85 (221)	3.64 (14)	3.48 (160)	F(6,730)=3.080, p=.006
with how safe you feel in your home/agency? (b,h,k,m)	4.53 (55)	4.58 (72)	4.29 (94)	4.39 (123)	4.47 (217)	4.64 (14)	3.90 (157)	F(6,725)=8.393, p<.001
with how safe you feel in your neighborhood? (h,k)	4.22 (55)	4.00 (72)	4.08 (93)	4.31 (122)	4.22 (218)	4.07 (14)	3.66 (154)	F(6,721)=6.013, p<.001

Scheffe post-hoc significance at $< .05$ or less.

- (a) Interaction between CSTAR Women/Children and GTS Child/Adolescent.
- (b) Interaction between CSTAR Women/Children and Methadone.
- (c) Interaction between CSTAR Women/Children and CSTAR Women Alternative.
- (d) Interaction between CSTAR Child/Adolescent and GTS Child/Adolescent.
- (e) Interaction between CSTAR Child/Adolescent and Methadone.
- (f) Interaction between CSTAR Child/Adolescent and CSTAR Women Alternative.
- (g) Interaction between CSTAR General and GTS Child/Adolescent.
- (h) Interaction between CSTAR General and Methadone.
- (i) Interaction between CSTAR General and CSTAR Women Alternative.
- (j) Interaction between GTS Adult and GTS Child/Adolescent.
- (k) Interaction between GTS Adult and Methadone.
- (l) Interaction between GTS Adult and CSTAR Women Alternative.
- (m) Interaction between Methadone and CSTAR Women Alternative.